

State of Virginia

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AF-0004	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/29/2018
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NAME OF PROVIDER OR SUPPLIER A TIDEWATER WOMEN'S HEALTH CLINIC	STREET ADDRESS, CITY, STATE, ZIP CODE 891 NORFOLK SQUARE NORFOLK, VA 23502
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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T 000	Initial Comments An unannounced Licensure Biennial survey was conducted August 28 and 29, 2018 by two Medical Facilities Inspectors with the Virginia Department of Health's Office of Licensure and Certification. The agency was not in compliance with 12 VAC-412 Regulations for the Licensure of Abortion Clinics. (Effective March 22, 2017.)	T 000		
T 200	12 VAC5-412-220 C Infection Prevention Written policies and procedures for the management of the abortion facility, equipment and supplies shall address the following: 1. Access to hand-washing equipment and adequate supplies (e.g., soap, alcohol-based hand rubs, disposable towels or hot air driers); 2. Availability of utility sinks, cleaning supplies and other materials for cleaning, disposal, storage and transport of equipment and supplies; 3. Appropriate storage for cleaning agents (e.g., locked cabinets or rooms for chemicals used for cleaning) and product-specific instructions for use of cleaning agents (e.g., dilution, contact time, management of accidental exposures); 4. Procedures for handling, storing and transporting clean linens, clean/sterile supplies and equipment; 5. Procedures for handling/temporary storage/transport of soiled linens; 6. Procedures for handling, storing, processing and transporting regulated medical waste in accordance with applicable regulations;	T 200	<p>① -</p> <p>Ⓐ The table in Ultrasound & Procedure Room #2 are being recovered. Ⓑ W/S table will have rusted areas sanded & repainted. Ⓒ Procedure Room #1 will have new formica like trim reapplied. Ⓓ The wall in Procedure Room #1 will be patched where necessary & repainted. Ⓔ The 4 reclining chairs will have the finish restored on all arm rests & levers. Ⓕ We will have a safety meeting with staff to ensure they know once packages of 2x2's are open, any remaining not used have to be discarded. Ⓖ Blood pressure cuff barriers were used & are used with each patient to minimize the risk of transmitting infections. Cuffs</p>	<p>A, B, C - 10/8/18</p> <p>D - 9/24/18</p> <p>E - 10/8/18</p> <p>F - 8/31/18</p> <p>G - 8/31/18</p>

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Director	(X6) DATE 9/28/18
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T 200	<p>Continued From Page 1</p> <p>7. Procedures for the processing of each type of reusable medical equipment between uses on different patients. The procedure shall address: (i) the level of cleaning/disinfection /sterilization to be used for each type of equipment, (ii) the process (e.g., cleaning, chemical disinfection, heat sterilization); and (iii) the method for verifying that the recommended level of disinfection/sterilization has been achieved.</p> <p>The procedure shall reference the manufacturer's recommendations and any applicable state or national infection control guidelines;</p> <p>8. Procedures for appropriate disposal of non-reusable equipment;</p> <p>9. Policies and procedures for maintenance/repair of equipment in accordance with manufacturer recommendations;</p> <p>10. Procedures for cleaning of environmental surfaces with appropriate cleaning products;</p> <p>11. An effective pest control program, managed in accordance with local health and environmental regulations; and</p> <p>12. Other infection prevention procedures necessary to prevent/control transmission of an infectious agent in the abortion facility as recommended or required by the department.</p> <p>This RULE: is not met as evidenced by: Based on observation and interview, the facility</p>	T 200	<p>are cleaned at the end of each day as extra precaution. We assumed the barrier protection was enough to ensure proper protection for our patients. Staff have been trained to clean blood pressure cuffs after each use even with barrier protection present.</p> <p>② - A, B, C, D, E staff have been trained to ensure that at the end of each day they check all beds to ensure there are no rips, tears or rusted areas + formula is in good condition. If any are found they will report to director for repair.</p> <p>⑤ Periodic checks will be completed for one month to ensure staff are discarding of unused packs.</p> <p>⑥ Periodic checks will be completed for one month to ensure blood pressure cuffs are being cleaned after each patient.</p>	

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T 200 Continued From Page 2

failed to ensure reusable medical equipment was cleaned/disinfected between patient use and failed to ensure patient care equipment were able to be cleaned and disinfected between use in four (4) areas observed.

The findings include:

On 8/28/18, during the initial tour of the facility, two (2) Procedure Rooms, one (1) Ultrasound room and a recovery room were observed and the following noted:

The table in the Ultrasound Room had a torn cover and rusted areas.

The table in Procedure Room #2 had multiple tears in the cover. There was a package of open sterile 2 X 2's left in the drawer of the cabinet.

The table in Procedure Room #1 had missing Formica-like trim from around the drawer(s) directly below where the patient would sit for a procedure.

The Procedure Room #1 wall, directly behind the area where the physician would sit while performing a procedure, had chips in the wall leaving exposed dry wall.

The recovery room had four (4) reclining chair with wooden arm rests and wooden levers for reclining. Two (2) of the chairs arms and levers had the finish worn off leaving exposed porous wood.

On 8/29/18 at approximately 10:00 A.M. while observing care in the recovery room, Staff Member #4 was observed obtaining the blood pressure of Patient #17. Staff Member #4 removed the blood pressure cuff and placed it on the next patient without cleaning the cuff.

T 200

③
A, B, C, D, E:
Employees will check at the end of each day to ensure good repair. If repairs are needed, the director will be notified.

④ Retraining staff to ensure no 2x2s are left in the room as well as periodic checks for one month. If any open packs are found, this will result in retraining as well as adding to monthly checklist to ensure compliance.

⑤ Employees have been retrained to ensure cleaning after each patient. Spot checks will be done for one month to ensure this important task is completed. If found to be deficient, employees will endure additional training, and this will be added to our Quality Assurance for our Quarterly Employee Assessment Survey

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T 200 Continued From Page 3

The above findings were discussed with Staff Member #1 and #3. Staff Member #1 stated: "We will get the walls, tables and chairs repaired. I will place another blood pressure cuff in the recovery room so each patient, while here, has their own cuff."

T 200 so we can continue to monitor this.

T 275 12 VAC5-412-250 C Anesthesia Services

When moderate sedation or conscious sedation is administered, the licensed health care practitioner who administers the anesthesia shall routinely monitor the patient according to procedures consistent with such administration. The administration of sedation and monitoring of the patient shall be documented in the patient's medical record.

T 275

①- All patients are monitored visually & vitals checked. For whatever reason, the recovery staff's efforts were not being documented, even though everyone, regardless of signing an AMA, are monitored. The time of discharge coincides with when the recovery nurse signs the recovery sheet. Recovery room staff have been retrained to fill out entire Recovery + Discharge Record, checking off of discharge criteria as witnessed + making sure driver's name is documented - driver's now have to sign in when patient signs in. The Recovery + Discharge Record has been updated to make the missing items more clear to staff.

8/31/18

This RULE: is not met as evidenced by:
Based on document review and interview, the facility staff failed to document the condition of three (3) patients (Patients #1, #2, and #10) at discharge after receiving conscious sedation, who left AMA (Against Medical Advice), and who they left the facility with.

The findings include:
On 8/28/18, the medical records of three (3) patients, Patient #1, #2 and #10, who received "Twilight" anesthesia (fentanyl and Versed), were reviewed. All three (3) patients left AMA and there was no documentation of their condition at discharge or who they left the facility with. Patient #1 received fentanyl and Versed on 6/27/18 at 9:25 A.M. and left AMA at 9:50 A.M. Patient #10 received fentanyl and Versed on 6/25/18 at 5:35 P.M. and left AMA at 6:08 P.M. Patient #2 had no time documented as to when they left the facility.

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T 275	Continued From Page 4 Staff Member #1 was interviewed on 8/28/18 at approximately 2:30 P.M. and stated: "I see why we should be documenting who they leave with and their condition even if they leave AMA. We will make some changes." Sedation in Colonoscopy; Amnon Sonnenberg, MD; Gastroenterol Hepatol (NY). 2016 May; Which agents are currently available for use as sedatives for colonoscopy? AS The sedative agents that are currently available for colonoscopy include midazolam, propofol, diazepam, diphenhydramine, promethazine, meperidine, and fentanyl. Among these, midazolam and propofol are the most commonly used sedatives, whereas fentanyl is the most frequently administered analgesic. What differentiates conscious sedation from deep sedation? AS With conscious sedation, patients typically remain arousable at all times. Deep sedation with propofol allows most patients to sleep through the procedure, and it is administered by an anesthesiologist or a nurse anesthetist. However, the above demarcation between conscious and deep sedation may not hold true for all patients, as some may sleep through the procedure with conscious sedation or remain arousable with deep sedation. What advantages and disadvantages are associated with sedatives? AS The main advantages of sedative agents are that they allow patients to feel comfortable and	T 275	② Recovery + Discharge Record will be checked periodically for one month to ensure all surgical AB's that sign an AMA have all discharge criteria that was monitored checked off as well as discharge time + driver's name on the sheet. The sheet has been updated. ③ A monthly check will be completed + if there are any deficiencies noted, we will add it to our monthly check-list + retrain staff.	
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T 275	<p>Continued From Page 5</p> <p>relaxed during the endoscopic procedure and to experience little to no pain. Deep sedation, in most cases, allows patients to sleep through the procedure without remembering any medical activity upon waking up. The disadvantages relate to the aftereffects, which include drowsiness and impaired cognitive function for 4 to 24 hours afterwards. Therefore, patients are unable to work or operate a motor vehicle, and require an accompanying person to drive them home after the endoscopy...</p> <p>How Midazolam Affects Your Body; By Buddy T Reviewed by a board-certified physician; Updated July 02, 2017 VeryWellMinded.com</p> <p>Versed (midazolam) is a drug usually used for pre-anesthesia sedation and for procedural sedation for children. For adults, it is often used for uncomfortable procedures such as colonoscopies because it produces memory loss. It is a benzodiazepine and a central nervous system depressant. Knowing how long it stays in your system and has effects can also help you avoid dangerous drug interactions and potential overdoses.</p> <p>There are several ways Versed can be administered, but it must always be done where there is immediate access to monitoring for breathing and heart function due to the risks. It is done by medical professionals in a hospital, day surgery clinic, or doctor's office.</p> <p>It can be given as an injection, by tablet, or in a syrup. This will determine how fast it takes effect. An injection or IV takes effect in 5 to 15 minutes with maximum effect in 15 to 60 minutes and has effects lasting for about 2 hours but with a range of 1 to 6 hours. The amnesia effect lasts for 20</p>	T 275		
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T 275	Continued From Page 6 minutes to an hour depending on how it is administered. Taking the syrup, effects in children are seen in 10 to 20 minutes...	T 275		

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**ATWHC
Surgical Abortion Recovery & Discharge Record**

Updated: 9/24/18

Patient Name: _____

Date _____

Entered room at: _____ Allergies: _____

Local _____ Twilight _____

Time	Blood Pressure	Pulse
Admission		
am / pm		
am / pm		
am / pm		
Discharge		
am / pm		

Bleeding	Cramping	Nausea and/or Vomiting
Amount: <input type="checkbox"/> None <input type="checkbox"/> Minimal <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	<input type="checkbox"/> None <input type="checkbox"/> Mild <input type="checkbox"/> Moderate <input type="checkbox"/> Severe	<input type="checkbox"/> None <input type="checkbox"/> Mild <input type="checkbox"/> Moderate <input type="checkbox"/> Severe

Nourishment: Juice: _____ Water: _____

Doctors Note Given: _____ days

Driver's Note Given: _____ days

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Medications:

800 mg of Motrin administered @ _____ by _____

Antibiotics: _____

Contraception: Yes No Lot#: _____ Expiration: _____

Other: _____

Post Abortion Instructions:

Post-operative instructions, after hours & emergency procedures reviewed verbally & given in writing.

Other instructions: _____

Date _____ Time: _____ am / pm Recovery Room Attendant Initials _____

Discharge Criteria: Patient may be discharged when all discharge criteria are met (If patient is AMA, still document the conditions you are able to monitor before they leave):

- Condition: Awake & alert Vital signs stable Bleeding stable
- Adequate pain control Able to ambulate alone, Understands post-operative instructions
- Able to verbally respond appropriately
- Other: _____
- Pt refuses observation; signed A.M.A. – Patient Discharged @ _____ am/pm

Upon signing Physician is acknowledging that all discharge criteria has been met and patient may be discharged.

Date _____ Time: _____ am / pm Physician Signature _____

Discharge:

Pt discharged to the care of _____, who will escort her home.

I have received the above information and medications and have been instructed in postoperative care. I have been given an information sheet with emergency numbers and I have been instructed that I may call with any problem that may arise. I have been told of the importance of a 3-week follow up appointment and of the \$40 fee.

Patient Signature & Date: _____



Auto | Home | Marine | Office

2428 Virginia Beach Blvd., Virginia Beach, VA 23454
 (757)965-3800 Fax: (757)965-3849
 1318 E. Little Creek Rd, Norfolk, VA 23518
 (757)480-3660 Fax: (757)588-6427

Estimate

Date	Estimate #
9/12/2018	10584

Name / Address

Tidewater Women's Health Clinic, PLC
 891 Norfolk Square
 Norfolk, VA 23502

Customer Phone 757.461.0011

P.O. No.

Due Date	Rep
9/12/2018	TLG

Item	Description	Qty	Rate	Total
Labor	Labor to recover medical exam table	2		
Material Taxable	Material-Medical Grade Vinyl, color to be matched close to existing color.	6	350.00	700.00
P & D	Pick up and delivery	1	35.00	210.00T
	Notes: Estimate Valid for 90 days. payment in full is due on delivery			35.00

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Subtotal	\$945.00
Sales Tax (6.0%)	\$12.60
Total	\$957.60

The above is an estimate based on our inspection and does not cover any additional parts or labor that may be required after the work has been started. Occasionally, worn or damaged parts are discovered which may not have been evident on first inspection. Should further parts or labor be necessary, customer's authorization will be required prior to work proceeding. Estimates are valid for 90 days.